



HIGH PERFORMANCE TIMBER WINDOWS & DOORS

Product Care & Installation Instructions

Doors, Frames and Windows, should be stored and handled in accordance with BS 8000-0:2014.

Handling

The customer is responsible for supplying the necessary labour or mechanical handling to unload and store the goods in a safe and correct manner, without risk of injury or damage. Delivery documentation will state product weights to assist in determining the correct procedures.

Our obligation is limited to delivering the items to a point on a safe road surface nearest to the delivery address.

On receipt of the goods, please ensure the products are in a good condition & match your order exactly. If you find faults or defects please contact us immediately.

Storage

Provide a clean, dry area for storage where goods will not become damaged.

Stack the doorsets / frames vertically on bearers, to ensure safety and stability.

Separate the products sufficiently to allow air circulation and avoid damage to or from projecting ironmongery or fittings. If goods are to be stored for a period exceeding one month, the individual product wrapping should be removed for ventilation. Cover the products protect them from dust and dirt.

Our packaging is for protection of our products during transportation and must be removed prior to installation.

Do Not store in areas recently plastered or not adequately dried out. Keep clear of moisture and dirt or where construction processes are being carried.

Do Not expose to strong sunlight, excessive heat, or store in complete darkness for long periods as these can discolour the finished coating.

Do Not lay the products flat, as the surface coatings and glazing system are designed for vertical and drained surfaces.

Fixing instructions

Door and Frames. If removing the doors from their frames before fixing, each door and frame should be clearly marked for re-matching. Under no circumstances should doors and frames be mixed up. Doors are adjusted to fit individual frames during manufacture.

Fixing must be adequate to rigidly secure the frames to the adjacent structure. The frames must be fixed square and careful alignment before fixing is critical! If straps are to be used, they should be of substantial section (e.g. 30 x 5mm wall plate fixing straps) and securely fixed to the frame and structure at a maximum of 600mm centres and within 150mm of each corner. **4 fixings per jamb minimum.**

It is essential to provide a positive fixing between the structure and the frames, so that the frames do not move or distort, as the doors are opened and closed in use. Where windows or side screens are connected to the frames, it is essential to ensure that there is a secure and tight-fitting joint between the adjacent jambs. If in doubt, please contact us for guidance on the connection details.

When coupling frames, ensure pilot holes (countersunk if required) are pre-drilled through the 1st jamb and the screws used are long enough to go a minimum of 2/3rds the depth of the 2nd jamb. These should be hi-tech and metric 5 (imperial 10) gauge screws. A polymer mastic / adhesive should be used to secure the tongue and either side of it to ensure a secure water tight coupling. Fixings should be 150mm from each end and not exceed 300mm apart. For Oak and Accoya always use Stainless Steel fixings.

Important. With single & multi point locks, security will be adversely affected if both jambs are not suitably packed around their locking points. It is important the frames cannot be spread and the latch forced out of their keeps. Similarly, where glazed side screens with no mid-rail are fitted to a combination frame, the glass must be packed at both edges opposite the locking points. Secure fixings are essential.

Windows. Fixing must be adequate to rigidly secure the frame to the adjacent structure. The windows must be fixed square and careful alignment before fixing is critical! If cramps or clips are to be used, it is essential to provide a positive fixing between the structure and the window frame. The weight of the window must be adequately supported, so the frame does not move or distort as the sashes are opened and closed in use. Where windows or side screens are connected to a door frame, it is essential to ensure that there is a secure and tight-fitting joint between the adjacent jambs. If in doubt, please contact us for guidance on the connection details.

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Site Glazing

Where site glazing has been agreed, glazed panels are left ready to receive the appropriate glass and the beads are cut and loose pinned. Generally, both the security and mastic tapes will be applied ex works.

Where site glazing must be employed, it should be in accordance with our glazing procedure, to ensure security and correct packing of the glass in the rebate. If an alternative site glazing system is to be used, this must be a security system and beaded as our instructions. It is essential when fixing the glass that adequate pressure is applied to ensure the glass bonds to the glazing tape. We accept no liability for any failure resulting from defective or inappropriate glazing. Under no circumstances must a Dry glazing system be used. Incorrect or omitted packing of the sealed units can result in doors going out of shape, which could result in loss of security and poor operation.

Occasionally small air bubbles are trapped in the glass sheet during its manufacture process. These are not detrimental to the performance of the unit and no replacement is necessary. Similarly, with small hairline scratches.

Decorating and Finishing Specification

Doors, Frames and Windows supplied in a primer state, must be sanded before they are painted and protected from weathering to avoid swelling and movement because of increased moisture content. **All doors, frames and windows should be fixed as soon as possible after delivery and painted, not exceeding 2 weeks. Failing to do this will render the warranty void.**

Fully finished doors, frames and windows must be handled carefully and protected from impact and weathering damage. Factory finishing only protects the doors, frames and windows in their installed location and not in an unprotected and poorly ventilated storage area.

Fully finished or primed doors, frames and windows have a moisture content of approximately 8-12% ex works and should be protected from weathering and damp. If exposed to damp / wet conditions, they may swell, bow and twist and should be allowed to dry out naturally.

Microporous water based paint systems used throughout. Fully finished, factory sprayed products should be handled with great care, as these are not easily made good on site.

NB. A stained finish will require more maintenance than solid colour finish, which offers a better protection from the effects of UV light. This is particularly relevant in locations that expose the product to higher levels of sunlight and weathering. The lighter the stain, the more frequent re-decoration will be required and this can be yearly with pale stains in South facing, or similar exposed locations.

Maintenance, Care & Protection of the Products

Doors, Frames and Windows should be installed in accordance with BS 8213-4:2016.

Please check that there is no damage to the coating such as chipping, staining, etc. prior to its installation. Should the paint or stain coating become damaged when they are installed, the surface finish should be promptly repaired in accordance with our remedial instructions.

The surface finish should be cared for in such a way, that it is not damaged by abrasion. i.e. window cleaner's ladders.

The surface finish and surrounding area are not cleaned with strong chemicals.

The surface finish is cleaned at specific interval so that dirt retention does not lead to excessive mould growth. Such mould growth is likely to occur on north facing elevations.

Only coatings recommended by ourselves are to be applied to the products.

Protect and Maintain

With the correct care and attention, your factory finished products will give extended life between redecoration cycles. To achieve this performance, the following should be observed:

- At least twice a year, all coatings should be washed with mild detergent and water to remove surface pollution.
- All hinge mechanisms and handles should be checked at least bi-annually for ease of operation and lubricated as required with light oil, suitable for the purpose.
- Weather seals should be cleaned at least once a year, to remove dust or grime and to maintain the performance of the product.
- Ventilators should be cleaned at least once a year, to remove dust and grime that may affect their performance.
- External handles and hardware installed in highly aggressive / corrosive atmospheres must be cleaned regularly to prevent pitting of the surface finish.

Surface Finishes

Our Doors, Frames and Windows are coated with a high performance, water based, micro-porous, sprayed applied coatings. With minimum maintenance they will give decades of service.

The coating should be washed down with clean water to remove dust, insects and other contaminants, as can form a base for fungal growth. The coating should then be inspected for any damaged areas, which should be repaired using the following procedure:

- Abrade the damaged area with a fine grade abrasive sandpaper.
- Clean down and wash the abraded area, to remove the dust and allow to dry thoroughly.
- Using a good quality synthetic brush, designed for use with acrylic paints, apply a coat of high performance, water based, micro-porous coating applied in the appropriate shade / colour to match the damaged area.
- Allow to dry for the recommend time scale and then apply a second coat.

If the damaged area is widespread, it is recommended that the whole door or frame is abraded and repaired as described above with the second coat applied to the complete item.

Where moisture has penetrated joints, end grain or mitres, or natural movement of timber has opened shakes in the wood

Abrade the damaged area with a medium grade abrasive sandpaper and then follow this with a fine grade abrasive sandpaper.

Clean down and wash the abraded area to remove dust and dirt then allow to dry thoroughly.

Prime with a high performance, water based, micro-porous coating in the original colour or stain. Seal any end grain with an end grain sealer. If there are any gaps to be filled, use an acrylic sealant that can be over painted.

Then repeat the process for top coat as described in the previous section.

If damage has affected the full depth of the finish creating a deep gouge.

The full system requires repair. The gouge should be abraded and filled with a good quality wood filler. Leave to dry, then sand down to a good finish and prime using a high performance, water based, micro-porous applied coating.

Then use a good quality synthetic brush, apply a single coat of high performance, water based, micro-porous coating. Leave to dry for the recommended time scale and then give it a final coat.

Where the paint finish is intact but requires a cosmetic upgrade

Lightly abrade the damaged area with a fine grade abrasive paper. Clean down and wash the abraded area to remove any dust and allow to dry thoroughly. Then give two top coats as described in previous section.

Where resin has exuded through the finish

The best remedial treatment is to allow the resin to weather until it dries and oxidises forming a white crystalline powder. Then the resin can be removed with a stiff nylon brush and the remaining residue washed off with a cloth.

Water-based coatings with their relatively high degree of moisture vapour permeability often allow the passage of resin to the surface, without damage to the coating. If the finish is not damaged by over vigorous scrubbing during crystalline removal, re-coating is often unnecessary.

Although it may be unsightly, it is better not to remove the fresh sticky resin. In practise, this can be very difficult and the presence of sticky resin indicates that the exudation is continuing. The remedial work for resin exudation is often best left until the first maintenance period, by which time the resin has fully crystallised. After removal as described above, the overall application of one maintenance coat of finish will restore the general appearance of the timber and maintains its protection.

Stained / Dark coloured finishes

The use of dark coloured stains and opaque colours will have an impact on maintenance intervals and the level of maintenance work required. Dark colours absorb more of the sun's energy, which can accelerate the degradation of the coating film and the impact of high surface temperatures can mobilise natural resins within the timber substrate. This can lead to blistering of the coating. The amount of differential movement between components will also increase, resulting in open joints and possible moisture ingress if not rectified.

Annual inspections and preventative maintenance in line with the instructions in the manual, will ensure the long-term performance of the item.

Due to the natural characteristics and variation of the surface texture within the same species of timber, there will be colour and/or grain variations between component parts. Certain manufacturing processes will also be evident when translucent stains are used.

Precautions

When carrying out any coating work, always read the recommendations supplied by the coating manufacturer.

Glazing

Cambium Joinery's products are factory glazed under controlled conditions to maintain the integrity of the vented and drained system for guaranteed sealed units. Re-glazing should only be necessary in the case of site damage or breakage. We recommend the following course of actions and options:

Return the affected item to our premises and we will fit a replacement unit.

Site glazier re-glazes the product. However, in these circumstances Cambium Joinery will not warranty the product function, or bar adhesion.

In the unlikely event of a unit failing, please refer to our company's Warranty and Term & Conditions.

Hardware

External handles and hardware should be cleaned regularly with a soft dry cloth. If further cleaning is required, use warm water on a soft cloth and dry thoroughly afterwards.

NB. Black Antique products in any form, whether cast or malleable, is susceptible to rusting. During the finishing process, the manufacturers make every effort to cover all areas of the Black Ironmongery with an epoxy powder coating. Unavoidably, when two areas come into contact with each other, an abrasive action is enacted and eventually the painted surfaces are lost by the continuous rubbing action. This is inevitable during the operational activity of the items, so where obvious abrasive areas of moving parts are visible, an occasional light oil is recommended. This will help to prolong the aesthetic appearance and keep the rusting process at bay. This is even more critical near to a coastline, as the salt air has a very corrosive effect on iron and we would advise the ironmongery is regularly wiped over with a lightly oiled cloth.

Thank you for choosing Cambium Joinery products, which are manufactured to high and exacting standard. The warranty is based on our 'Scarsdale' range and any bespoke profiles/designs are subject to revised warranty periods.

THIS PRODUCT WARRANTY COVERS ITEMS DETAILED BELOW:

Timber

The company warrants that all wood components are free from defects in workmanship and materials that could affect performance for a period of 20 years, excluding knots and resin.

Surface Treatment

The company warrants that the standard three coat opaque finished joinery is warranted for up to 10 years (black externally is 5 years) and stain finishes up to 5 years against blistering or flaking, but excluding natural resin exudation and movement around knots.

Regular maintenance should be carried out as specified in the surface coatings maintenance section of the manual.

Consideration should be given to what effect extreme climates can make on the lifespan of the surface coating.

Clear coatings and Oak products have a reduced coating life of 1 year.

Ironmongery and Seals

The company warrants hinge systems for a period of 10 years and handles for a period of 5 years against functional failure. Surface finishes for ironmongery are not covered by this Warranty.

Replacement ironmongery will be supplied and fitted under Warranty within one year of delivery, after which, replacements are supplied for the customer to fit. This warranty is based on our standard recommended range and will alter if a selection is chosen out of our range.

Double Glazed Units and Glass

The company warrants that the glass will comply with the Glass and Glazing Federation's visual quality standards.

The company warrants that seals on double glazed unit(s) will be free from failure (failure is taken to mean, failure of the insulated glass unit(s) resulting in penetration of moisture on the glass inside the spacer bar) for a period of 10 years from delivery. If failure occurs in the first five years, the company will be responsible for the supply and fitting of the replacement glass unit(s). If failure occurs in the second five years, then the company's obligations are limited to supplying the unit(s) only.

The company reserves the right to supply a whole door or window sash as an alternative to supplying glass for re-glazing on site.

No other glass defect or phenomena are covered by this Warranty. Glass spacer bar codes visual aspect and positioning of toughened glass kite marks are not covered by this Warranty. Temporary glass handling marks (i.e. sucker marks) are not covered by this Warranty

Please note, the glass warranty is based on our standard recommended glazing, if slimline sealed units are selected outside of this range, the warranty will reduce by 50%.

Exclusions to this Warranty

- Damage to the surface coating has occurred by physical damage. i.e. damage caused by window cleaner's ladders, damage to cill extensions / joints by handling or installation, pet damage, chemical damage and damage caused by bad maintenance or poor design of the building.
- Where non-standard paint finishes were ordered by the customer, in which case, the warranties for the surface coatings only extend for the following period:

One coat primer **- one month**

Two coat finishes **- three years**

Two coat translucent stain **- one year**

Three coat translucent stain **- three years**

- Where damage has occurred because of faulty installation, repairs, alterations, work processes or pollution from surrounding areas.
- Where damage has occurred from excessive cleaning processes or hosing down of the product.
- Where products have been stored in an unventilated area prior to fitting or areas that have been unventilated during the construction process.
- Where products have been used in swimming pool areas without correct paint coating.
- Where damage is caused outside the control of the Company, to include accident, fire, disaster and burglary.
- Where products have been exposed to unusual physical conditions.
- Where surface wear has been caused by natural elements.
- Where cill projections exceed 85mm.
- The Warranty starts from the time the item is on site, but not effective until its be paid for, at which point, this will be reduced for late payment.

Provided always all surface treatment warranties are subject to environmental conditions as stated in our coatings information, to ensure that the product has been maintained in accordance with the Company's Warranty Conditions.

Claims Procedure

In the unlikely event you believe you have a valid claim, please contact Cambium Joinery.

Any claim which is based on any defect in quality or condition of the Products or their failure to correspond with specification shall be notified to us within seven days from the date of delivery or (where the defect or failure was not apparent on reasonable inspection) within seven days after discovery of the alleged defect or failure, failing which we shall not be liable under the Warranty.

Validation

It is necessary for the customer to substantiate the date of the delivery of the products from Cambium Joinery, provide proof of purchase and provide maintenance records. Where any valid claim in respect of any of the products which are based on any defect in the quality or condition of the Products or their failure to meet specification is notified to us, our sole liability shall be to repair the products or replace the products (or the part in question). This will be free of charge at our sole discretion or we will refund you the price of the products (or proportionate part of the price).

The Warranty covers the coatings against:

- Peeling.
- Cracking (over greater than 5% of the coated area).
- Damage resulting from fungal growth within the coating.
- Significant 'yellowing' of the coating.
- Premature erosion of the film leading to areas of exposed timber.

It does not guarantee against:

- The exudation of resin.
- Extractive staining around knots.